

Subject: Publications Offload Success

The offload model has been extremely successful for many Technical Publications organizations.

1. The RCMT offloading model has consistently reduced Pubs authoring and illustration rates for all clients.
2. The OEMs are able to do more for their customers at a reduced cost.
3. Reduced costs allow the OEM to remain competitive compared to favored government suppliers. This helps the OEM retain long-term work that might otherwise be performed organically by the government / their customer.
4. Flexible contracting arrangements can support any desired level of integration with the client:
 - Total offload (including management)—RCMT does the entire job
 - Role-based assistance—RCMT provides technical writers, editors, illustrators, validation techs, SMEs, QA specialists/services, end-user/customer interface
 - On-site support—writing, reviewing, training, coaching
 - Risk Reduction deliverables — planning, scheduling, burndown reports; writers' guide; graphics spec; authoring instructions; XML templates/skeletons; sample data modules for doc types, sample graphic types, workflow tools, procedures/process flowcharts, Business Rules, DMRLs; burn-down charts, pub development schedule templates, metrics spreadsheets, defect categories, IPT structure and agendas, validation plan, verification plan, event plan. validation plans;
 - Any reduced level of involvement including specialized content authoring, graphics, QA, validations, author training, risk reduction, management, etc.
5. RCMT can integrate with a customer's content management system/CSDB for the authoring of specific content types. This allows OEMs to ensure the integrity of their data. Suppliers can leverage authoring tools that ensure data quality and tagging consistency.
6. The RCMT approach supports the concept of interoperability. Content authored by RCMT can readily be modified by the customer.
7. RCMT significantly reduces client costs associated with authoring and content management. This includes costs for:
 - Authoring/content management system/common source database HW/SW
 - SW OEM services for customizations
 - Workflow extensions to CSDB
 - Illustrating HW/SW

- Annual SW licenses
 - Stylesheet creation and maintenance
 - IT support to maintain, support, upgrade an in-house system
 - Illustrator training
 - Writer training
 - S1000D training
 - Project management
8. RCMT invests in and maintains state-of-the-art software for developing customer publications.
 9. RCMT virtually eliminates client-risk of hiring new staff when work surges and reducing staff when work recedes. RCMT maintains proper staffing levels based on customer needs. The client does not need to maintain a “bench.” The client’s core team of in-house leaders is never idle.
 10. RCMT is an extension of your Publications team. We can readily and quickly adapt to your processes. We can perform authorized technical reviews (in-house quality control and validations). We are experienced in actively participating in Integrated Product Teams (IPTs) and Working Groups (WGs) with you and your customers.
 11. RCMT shares long-term expertise by providing valuable retirees a place to continue working. These experts pass on this tacit knowledge to their more junior colleagues ensuring that their experience is leveraged.
 12. Qualified/capable writers and illustrators can manage and execute large, complex projects with reduced customer oversight. The offload model has minimal drag.
 13. RCMT can gather, disposition, and track all source data needed to complete the technical publications and graphics work, thereby eliminating the burden on internal staff.
 14. Firm-fixed-price purchasing agreements ensure any rework or quality issues are corrected by the supplier at no cost to the client.
 15. RCMT can provide Master-Terms Set-Price Agreements for up to five years. This allows you to better predict costs and plan budgets.
 16. RCMT can provide year-over-year cost saving/cost avoidance. This ensures continuous process improvements and better quality at a reduced rate.
 17. RCMT provides all SGML, XML, and graphic deliverables. Alternatively, we can securely store them for you.
 18. RCMT surrenders the IP related to all of your products. Purchasing agreements ensure the protection of data.

19. RCMT aligns with your processes and procedures. We share best practices and opportunities for improvement and efficiency.
20. RCMT maintains constant flexibility and can often accommodate minor unplanned changes to scope with no additional cost to the OEM.
21. RCMT assumes the writer-training and ramp-up costs. We ensure that new employees receive the tools, equipment, resources, and training required to quickly become productive contributors.